

 Weekly Report						
		9/19/2020	9/12/2020	9/5/2020	Aug (Previous Month)	YTD
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	432	792	477	351	2024
	# Indexes Complete	317	596	373	298	1558
	% Indexed Complete	73.4%	75.3%	78.2%	84.9%	77.0%
	# Indexes unreachable (Max Attempts)	108	209	106	13	435
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	25.1%	26.4%	22.4%	3.7%	21.6%
	# Indexes Attempted calls (all completions + at least 1 attempt)	432	805	479	318	2005
	Average time from Index Received to Index Reached	0.06.24.52	0.23.22.57	0.11.42.37	0.14.25.10	0.13.44.26
	Average Index Handle Time	0.00:14:22	0.00:12:04	0.00:12:30	0.00:11:06	0.00:12:46
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	67.67%	50.19%	67.51%	16.3%	53.69%
Contacts	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	94.9%	72.7%	68.6%	16.6%	54.3%
	# contacts generated	955	1560	1220	921	4578
	# contacts generated per Index Complete	3.0	2.6	3.3	3.1	2.9
	# contacts complete	637	1107	935	732	3328
	% contacts complete	66.7%	71.0%	76.6%	79.5%	72.7%
	# contacts unreachable (Max Attempts + missing phone numbers)	267	327	155	14	772
	% contacts unreachable (Max Attempts + missing phone numbers)	28.0%	21.0%	12.7%	1.5%	16.9%
	# contact attempted (all completions + at least 1 attempt)	773	1347	1137	761	3935
	Average Time from Contact Generated to Contact Reached	0.17:35:56	2.21:07:42	2.00:02:11	1.04:36:57	1.18:19:31
	Average Contact Handle Time	0.00:16:37	0.00:19:47	0.00:17:41	0.00:09:45	0.00:17:04
	% contacts completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	25.55%	2.98%	12.73%	41.4%	17.1%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	37.2%	21.1%	31.9%	4.6%	24.9%
	Average Time from receipt of initial case name to full completion of all related contacts	0.19:13:13	3.09:12:06	2.08:18:26	1.08:55:04	2.01:12:29